

Goal 4: Promote flexible and sound immigration policies and programs

Objective 4.1: Contribute to development of clear, comprehensive, and effective policies related to immigration and citizenship issues

As the recognized authority on immigration programs and processes, USCIS plays a leading role in the formulation and development of policies and recommendations related to immigration and citizenship issues. Our partnership with the Congress is critical to this objective. Over the past several years, we have been actively involved in helping shape the Administration's immigration reform agenda.

USCIS staff has particularly emphasized the need for thoughtful legislation concerning any proposed temporary worker program, a broad-based employment eligibility verification system, and due process protections. We continue to work within the Administration as requests are made for changes to laws that would improve programs and remedy known problems.



We will continue to work closely with our partner agencies across the federal government to develop policies and programs based on our expertise and experience in immigration-related matters. To increase our ability to support clear, equitable and well-informed policy positions, we will:

- Continue to conduct timely research and analysis, and develop papers and proposals to inform decision-makers on issues of concern to USCIS.
- Initiate dialogue with and use feedback received from domestic and international stakeholders, including the public and private sectors, to inform our positions regarding the impact of current and proposed immigration and citizenship policies.
- Strive to ensure that our policy decisions on cross-organizational issues are complementary and consistent with those of our partner federal agencies and in accordance with our nations' international agreements.

Objective 4.2: Ensure the integrity, effectiveness, and responsiveness of USCIS programs

USCIS is committed to improving, harmonizing, and streamlining operations, including our program rules, business processes, and procedures. This requires an active and ongoing exchange with internal and external stakeholders and a constant evaluation of operational demands and long-range program goals. By incorporating mission alignment, quality assurance and program compatibility into program review and design, we can better ensure that immigration services are being delivered efficiently and effectively. Program evaluations and customer satisfaction surveys are useful tools we will use to measure outcomes and to guide implementation.

To increase our ability to achieve this objective, we will:

- Ensure the alignment of regulatory initiatives with agency strategic priorities by implementing a clear and consistent regulatory and policy management, planning, and reporting process that promotes effective monitoring of, and accountability for, all major regulatory initiatives and projects.
- Streamline the process for filing appeals and motions to facilitate the timely resolution of errors and unforeseen adverse consequences.
- Ensure that our transformed business processes are based on sound immigration policy research and analysis.
- Strive to ensure the timely and complete distribution and maintenance of all USCIS internal and external guidance and directives to ensure compliance.
- Continue to learn from internal and external reviews and audits, including those conducted by the Government Accountability Office and the DHS Office of the Inspector General, in support of a continuous improvement approach to performance and accountability.

“America’s welcoming society is more than a cultural tradition, it is a fundamental promise of our democracy. Our Constitution does not limit citizenship by background or birth. Instead, our nation is bound together by a shared love of liberty and a conviction that all people are created with dignity and value. Through the generations, Americans have upheld that vision by welcoming new citizens from across the globe—and that has made us stand apart.”

George W. Bush

